

**TOWN OF RICHLANDS
DEPARTMENT OF POLICE
JOB DESCRIPTION**

Department: Department of Police

Job Title: Communications Officers/Dispatchers

Classification: Hourly (Non-Exempt) Full Time

Reports To: Sergeant of Communications Division Primary Supervisor and Designated Shift Commander

1. General Duties:

- a) A Communications Officer/Dispatcher is responsible for the efficient performance of required duties conforming to the oral and written administrative guidance as promulgated by the Chief of Police. Duties **shall** consist of but limited to, general communication and dispatching responsibilities for the Town of Richlands, that includes the following department; Department of Police, Fire & Rescue Department, Emergency Medical Services, Electrical Department, Street Department, Water & Sewer Department. Each of these departments has been established for the safety and good order of the community. The Communications Officer/Dispatcher must apply excellent communications skills on a daily basis and **shall** there by strive to identify problems and suggest strategies to combat problems, fully enlisting the support of citizens, Police Officers, Fire Department members, members of the Emergency Medical Services, and government agencies. The Communications Officer/Dispatcher must exercise flexibility and adaptability.
- b) Communications Officer/Dispatcher **shall** perform the following activities:
 - 1) Dispatch appropriate agencies to answer calls for service.
 - 2) Gather as much information as possible to improve officer safety.
 - 3) Aid and assist individuals who are in need of services.
 - 4) Facilitate the efficient response of all emergency services to calls for service.
 - 5) Actively promote and enlist citizen involvement in combating crime, eliminating disorder and improving the quality of life in the community.

- c) The Communications Officer/Dispatcher is a non-supervisory position. Communications Officer/Dispatchers duties are performed on an assigned shift under the general guidance of a designated Shift Commander.

2. Specific Duties and Responsibilities:

- a) Dispatching of calls for service from citizens, in need of police services.
- b) Dispatching of calls for service from citizens, in need of fire services.
- c) Dispatching of calls for service from citizens, in need of Emergency Medical Services.
- d) Dispatching of calls for service for citizens, in need of other governmental services, that includes Street Department, Electrical Department, Water & Sewer Department and Town of Richlands Administrative Services.
- e) Data entry of all calls for service into the department's CAD System.
- f) Data entry of all Uniform Traffic Summons, turned in on their respective shifts into the department's Records Management System (RMS).
- g) Data entry of all dispositions of Uniform Traffic Summons, turned in on their respective shifts into the department's RMS System. In accordance with guidelines established by the department's Records Manager.
- h) Delivery of all telephone, radio, teletype, fax, e-mail, family messages, VCIN messages to the appropriate individuals. Messages should be delivered as soon as possible. The department's intra-net system will be used to record all messages to ensure an accurate record of the message. Communications Officers/Dispatchers will use radio, telephone, cellular telephones and the department's paging system to deliver these messages.
- i) Data entry of all parking citations, turned in on their respective shifts into the department's RMS System.
- j) Inquiry as requested by Police Officers into the VCIN System on the status of Driver's License information.
- k) Inquiry as requested by Police Officers into the VCIN System on vehicle registration information.
- l) Inquiry as requested by Police Officers into the Criminal History Information of individuals. All inquiries shall be recorded into the appropriate logs maintained in the Communications/Dispatchers Office.
- m) Inquiry as requested by Police Officer into Driver's License Transcript Information of individuals. All inquiries shall be recorded into the appropriate logs maintained in the Communications/Dispatchers Office.

- n) Completion and filing of all file folders that contain NCIC and VCIN entries of wanted persons, stolen property, stolen vehicles, stolen firearms, emergency protective orders, administrative suspensions of drivers license, etc., in the department files maintained in the Communications/Dispatchers Office.
- o) Entry into the NCIC and VCIN Systems, as requested by Police Officers, wanted persons, stolen property, stolen vehicles, stolen firearms, emergency protective orders, administrative suspensions of driver's license, etc
- p) Entry into the department's RMS System all outstanding warrants.
- q) Issue departmental receipts for all paid parking citations.
- r) Issue departmental receipts for payments for inked fingerprints.
- s) Obtain a departmental receipt from individuals that receive funds from Transit Funds that are provided from the Richlands Area Ministerial Association.
- t) Turns over to the First Sergeant after forty-eight (48) hours all unpaid parking citations for the issuance of summons.
- u) Notifies the appropriate Shift Commander of personnel that call in sick for their assigned tours of duty.
- v) Notifies the appropriate department of request for repairs, with regards to street lights, highway signs, water leaks, etc.
- w) Communications Officers/Dispatchers, will update information in the CAD System when it comes to their knowledge that the information is no longer valid or outdated, e.g. telephone numbers, contact persons, etc.
- x) Communications Officers/Dispatchers are responsible for the taking care and looking out after the computer equipment or other equipment that is in the Communications/Dispatch Office, in the event of malfunctions or break downs the Shift Commander should be notified.
- y) Communications Officers/Dispatchers should be alert to and notify on duty Police Officers of suspicious activity in and around the police department.
- z) Notify the Chief of Police and Shift Commander of severe weather bulletins and other critical information **immediately**.
- aa) Assist citizens requesting assistance or information. At all times remember to be courteous and helpful. However, remain firm in the position that you take.
- bb) Citizens complaints on the part of any employee **shall**, be directed to the Shift Commander or Chief of Police.

- cc) Communications Officers/Dispatchers **shall**, be attentive to all radio traffic at all times.
- dd) Communications Officers/Dispatchers **shall**, give the time and station FCC Call Sign at the conclusion of each transmission.
- ee) Communications Officers/Dispatchers **shall**, answer all incoming telephone lines, **“Richlands Police Department”, Dispatcher (Last Name)**.
- ff) Keep all filing cabinets in control of the Communications Division, locked and secured at all times. Documents and files should not be left laying out upon the completion of the work on the documents.
- gg) **All**, teletype messages marked for special attention for the 4th Division **shall** be broadcast over the radio as soon as possible after the receipt of the message. Messages **shall** be passed along to the next shift's to be repeated. This procedure is to be considered as an **officer safety issue**.
- hh) Performs other duties that may be assigned by the Chief of Police, Communications Division Sergeant or Shift Commander.

3. **Knowledge, Skills, and Abilities:** Thorough knowledge of departmental orders, thorough knowledge of approved principles and procedures of communications procedures and law enforcement practices; thorough knowledge of the geography of the municipality and the surrounding jurisdictions; computer skills; knowledge with the operation of the CAD System; knowledge of the department's Criminal Justice Information System (CJIS); knowledge of the operation of the department's radio system; knowledge of the department's telephone system; familiar with the operation of office equipment.
4. **Education and Experience:** A high school degree or equivalent; valid Virginia Operators License; responsible work experience; successful completion of the Department of Criminal Justice Services Dispatcher Basic Training, successful completion of the Virginia State Police, NCIC and VCIN Training School and background checks.
5. **Salary Range:** \$19,760.00 to \$29,806.00